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JAN - 2 2013

STATE OF KANSAS  
OFFICE OF THE ATTORNEY GENERAL  
CONSUMER PROTECTION AND ANTITRUST DIVISION

**DEREK SCHMIDT**  
ATTORNEY GENERAL

December 26, 2012

MEMORIAL HALL  
120 SW 10TH AVE., 2ND FLOOR  
TOPEKA, KS 66612-1597  
(785) 296-3751 • FAX (785) 291-3699  
TOLL FREE IN KANSAS (800) 432-2310  
WWW.KSAG.ORG

National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE  
West Building  
Washington, DC 20590

**RE: Supplier: Chevrolet Motor Division**  
**Our File No: CP-12-004590**

Dear Sir or Madam:

Enclosed you will find information received by this office which may be more appropriately addressed by your agency. We have closed our file.

The consumer has been notified by courtesy copy of this letter that any future correspondence should be directed to your office. Any assistance you can provide is appreciated.

Sincerely,

Nyvya Walsh  
OFFICE OF ATTORNEY GENERAL  
DEREK SCHMIDT  
Consumer Protection/Antitrust Division

Enclosure

cc:

[Redacted]  
Overland Park, KS [Redacted]

du  
1-4-12  
MS

**Montgomery, Yvette**

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**From:** agweb\_prod@ks.gov  
**Sent:** Tuesday, December 18, 2012 1:14 PM  
**To:** cprotect  
**Subject:** SF\_AGWeb Consumer Complaint - Submission

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** InvestRequest

A Consumer Complaint has been submitted, login to your CMS to view the results

**Date of Birth:** [REDACTED]

**\*Salutation:** Mr.

**\*First Name:** [REDACTED]

**Middle Initial:** [REDACTED]

**\*Last Name:** [REDACTED]

**\*Address Line 1:** [REDACTED]

**Address Line 2:**

**\*City:** Overland Park

**\*State:** Kansas

**\*ZIP Code:** [REDACTED]

**\*County:** Johnson

**\*Daytime Phone Number:** [REDACTED]

**\*Email Address:** [REDACTED]

**I am: (mark all that apply):** A veteran or surviving spouse of a veteran,

**Company Name:** Chevrolet

**Name of Salesperson or Contact Person:**

**Address:** P.O. Box 33170

**City:** Detroit

**State:** Michigan

**ZIP Code:** 48232-5170

**Phone Number:** 800-222-1020

**Email Address:**

**Website:** <http://www.chevrolet.com>

**Date of Transaction:** 01/11/2012

**Please describe the transaction in chronological order::** I purchased a 2011 HHR used from Carmax in November. Within a month as I attempted to exit the vehicle the inside driver's door handle snapped off and broke. I got on the internet and started investigating what it is going to take to fix the door handle and it was in the course of this inquiry that I found out this is a chronic problem with the HHR going back to at least 2006. The cost of fixing the handle at the dealer is about \$500 because Chevrolet's fix is to replace the entire inner door panel. I did find an OEM solution for \$85 but that is not what this is all about. Not being able to exit the vehicle in an emergency constitutes a public safety issue. If the car were involved in an accident and the passengers needed to exit the vehicle immediately they may not be able to if the door handle breaks off. It is my opinion that this issue represents a clear and present danger to consumers. Several scenarios come to mind: 1) the vehicle becomes disabled on railroad tracks with an oncoming train, 2) the vehicle is involved in an accident and the vehicle is on fire or 3) the vehicle drives off the road into a body of water. All of these very common scenarios could lead to an unnecessary death of one or more occupants. It is my opinion that the Attorney General should compel Chevrolet to recall these vehicles and replace the inside door handles with devices that will not fail. I have provided a few links here that are representative of what I found out while searching the internet: <http://www.irv2.com/forums/f85/hhr-door-handle-and-other-quality-issues-111749.html> <http://townhall-talk.edmunds.com/direct/view/.f1343e8> <http://www.lawyersandsettlements.com/blog/maybe-chevy-hhr-should-stand-for-how-bout-having-a-recall-05161.html> <http://www.planetfeedback.com/chevrolet/safety/defected+2006+hhr+door+handle/325222> <http://chevrolet.pissedconsumer.com/broken-interior-door-handle-on-hhr-requires-new-panel-20110216221958.html> <http://chevrolet.pissedconsumer.com/chevrolet-hhr-interior-door-handle-20120219298490.html> As you can see from some of these posts I am not the only person who considers this a safety issue. I do not expect a car to be designed to perfection - there will be problems but some issues are completely unacceptable and I feel being trapped in the car is one of them. Repairing the handle is not enough - the issue must be addressed so the handles do not break off.

**County/Place of Transaction:** Johnson

**Did you sign a contract?:** No

**If yes, date the contract was signed:**

**Did you have a verbal agreement?:** No

**Product or service involved:** 2011 HHR

**Amount paid:** 14,000

**Paid by:** Loan

**Describe the first contact between you and the company.:** This is a known issue

**Where did the transaction take place?:** Carmax

**How could this harm be remedied?:** Product recall

**Refund Amount/Service Requested:**

**Have you contacted the company?:** No

**Describe the result, or explain why you have not contacted the company.:**

**Have you filed a complaint with the Better Business Bureau or any other agencies?:** No

**If yes, what response have you received?:**

**Do you know of other consumers who have had similar experiences with this company?:** Yes

**Have you contacted an attorney regarding this transaction?:** No

**If yes, who is the attorney?:**

**Has legal action been taken by you or against you regarding this transaction?:** No

**If yes, please describe the current status of the legal action.:**

**Verification Statement:** In filing this request, I understand and agree that the Attorney General and his staff are not my private attorneys, but instead represent the State of Kansas in enforcing laws designed to protect the public from deceptive and unconscionable business acts and practices. I understand that Kansas law limits the period of time during which I may file any private legal action(s). I further understand and agree that the contents of this request may be forwarded to the business or person against whom this request is directed and may be forwarded to other appropriate agencies and will become accessible to others under the Kansas Open Records Act. I hereby authorize any party to whom the Attorney General directs this complaint to release any and all information about this matter, including account information, to the Kansas Attorney General's Office. Finally, I declare and verify under penalty of perjury and the laws of Kansas that all of the foregoing information is true and correct to the best of my knowledge.

**Are you considering filing a claim in small claims court?:** No

**\*Please certify your agreement to the above statement by typing your full name in the box below::**

[REDACTED]

8202



**ATTORNEY GENERAL DEREK SCHMIDT**  
MEMORIAL HALL  
120 SW 10TH AVE., 2ND FLOOR  
TOPEKA, KS 66612-1597

Hasler  
12/26/2012  
**US POSTAGE**

FIRST-CLASS MAIL  
AUTO  
**\$00.37<sup>4</sup>**



ZIP 66612  
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National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE  
West Building  
Washington, DC 20590

*Derek Schmidt*

9 KNO-N31 20590

